

**EXHIBIT 66**

**D517\_000738921**

Tech: Good morning, thank you for calling Blendtec customer service. How can I help you today?

Customer: Hi, yes, my name is Ana Nieves, and I filled out the Blendtec recall for a new Blendtec bottom, so you guys did a recall because the bottom was getting hot and catching fire or something. And I did it online, I sent the picture of the cut plastic and everything, but I haven't received it in the mail, and it's been like over a month.

Tech: Okay. Okay so you filed a warranty claim, you said?

Customer: Yeah. Well, I got a letter from Costco saying that there was a problem with the Blendtec, then I went on Blendtec's website, or, I went to the link that they sent, and it said that you had to throw the bottom away, and keep the top and cut the plastic in three pieces, take a picture and upload the picture with the form done online, I did all of that, but I still haven't received the...

Tech: When was that? Because Costco doesn't sell our Blendtecs, it's been a couple years.

Customer: Sorry?

Tech: When was that? When did you receive the Costco email?

Customer: I did it, I don't know, maybe, I bought it in December of last year, or something like that and I did it probably about three months, two months ago, max, I think.

Tech: Let me check on the warranty. Let me get the serial number please.

Customer: I don't, I don't have it. I threw it away.

Tech: You throw away the blender?

Customer: I threw the bottom away with the serial number. Yeah, it said to throw it away.

Tech: Without the serial number, we are not able to honor the warranty. We need the...

Customer: I understand but I put all the information that you guys asked me on the website, and they said to throw it away, so I threw it away.

Tech: What's your first and last, what's your first and last name?

Customer: Ana, A-N-A, last name, Nieves, N-I-E-V-E-S. [UNINTELLIGIBLE]

Tech: [UNINTELLIGIBLE].

Customer: [UNINTELLIGIBLE].

Tech: [UNINTELLIGIBLE].

Customer: [UNINTELLIGIBLE].

Tech: No, no, no, [UNINTELLIGIBLE] Blendtec.

Customer: Oh, [UNINTELLIGIBLE] Blendtec. Okay.

Tech: [UNINTELLIGIBLE].

Customer: [UNINTELLIGIBLE].

Tech: [UNINTELLIGIBLE].